



Health Services
LOS ANGELES COUNTY

November 30, 2007

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TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.
Director and Chief Medical Officer

SUBJECT: **STATUS OF THE IMPLEMENTATION OF THE
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER
KING, JR. – HARBOR HOSPITAL**

Bruce A. Chernof, MD
Director and Chief Medical Officer

John R. Cochran III
Chief Deputy Director

Robert G. Splawn, MD
Senior Medical Director

This is to provide your Board with the weekly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC), the impact of the closure of MLK-Harbor Hospital, and the progress of the plan to reopen MLK Hospital.

MLK MACC Service Indicators

Urgent Care

There were 436 total (adult and pediatric) urgent care visits in the week ending November 24, 2007 (Attachment I). This is a 15% decrease from the prior week when 515 visits were provided. The decrease is likely due to the Thanksgiving holiday.

There were 29 patients transferred out of the urgent care center to hospitals (primarily Harbor-UCLA Medical Center) during the week ending November 24, 2007, compared to 35 patients the prior week. One of these transfers was initiated through a call to 9-1-1.

Outpatient Primary and Specialty Care Visits

The number of outpatient primary and specialty care visits for the week ending November 24, 2007, was 1,520 (Attachment I). This is a 26% decrease from the prior week when 2,054 visits were provided. The decrease is likely due to the Thanksgiving holiday.

The Department will continue to monitor urgent, primary, and specialty care visits and will report on any trends.

Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports

As reported previously, the Emergency Medical Services (EMS) Agency in collaboration with EMS field providers and surrounding hospitals redrew the ambulance services area to redirect 9-1-1 ambulances in an effective

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manner while limiting disruption to the EMS system to the greatest degree possible. Nine private "impacted" hospitals were offered an agreement including reimbursement for uninsured 9-1-1 patients from the MLK geographical area and priority for transfers into the County and MetroCare contract facilities. Additional funding was allocated for physician reimbursement of 9-1-1 and walk-in patients. To date, seven of the nine hospitals have signed the agreement.

The EMS Agency continues to closely monitor redirected ambulance traffic. The average daily number of patients registered in the emergency departments (ED) of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since the closure of MLK-Harbor Hospital. All impacted hospitals continue to report a sustained increase in ambulance traffic and the hospitals are generally reporting that their inpatient beds are busier than usual for this time of year.

Emergency Department Volume

The nine impacted private hospitals have a total of 273 ED treatment stations. During the week ending November 24, 2007, a daily average of 1,348 patients registered in the EDs of the nine impacted hospitals (Attachment II). This reflects a 6% decrease from the daily average of 1,438 patients during the prior week. LAC+USC Medical Center registered a daily average of 379 ED patients during the week ending November 24, compared to 422 the prior week. Harbor-UCLA Medical Center registered a daily average of 258 ED patients during the week ending November 24, compared to 246 the prior week. This data is self-reported by the hospitals.

9-1-1 Transports

During the week ending November 24, 2007, there was a daily average of 259 9-1-1 transports to the nine impacted hospitals (Attachment II). This reflects a 10% decrease from the daily average of 287 9-1-1 transports during the prior week. LAC+USC Medical Center had a daily average of 47 9-1-1 transports during the week ending November 24, compared to 50 the prior week. Harbor-UCLA Medical Center had a daily average of 27 9-1-1 transports during the week ending November 24, compared to 26 the prior week. This data is also self-reported by the hospitals.

Community Outreach Campaign

Department staff are currently developing the second phase of the outreach campaign to reinforce the message that services are available at the MLK MACC and to promote the utilization of primary and specialty care services. The campaign will be launched in early 2008.

The MLK MACC has held a number of events in which they have provided free influenza vaccinations to community members. The next scheduled flu clinics at the MLK MACC are December 4 – 6 from 10:00 a.m. to 4:00 p.m. MACC staff have issued a press release on the flu clinics and have distributed flyers throughout MLK MACC clinics and to Public Private Partnership clinics, community organizations, and local schools.

Harbor-UCLA Medical Center

The Department is discussing an implementation plan with the Chief Executive Office to expand the urgent care center at Harbor-UCLA Medical Center to include Saturday and Sunday from 8:00 a.m. to 11:00 p.m. The urgent care center is currently open Monday through Friday from 8:00 a.m. to 12:30 a.m. and Saturdays from 10:00 a.m. to 6:30 p.m. The expansion of urgent care should assist with decompressing Harbor's Emergency Department (ED). The Department anticipates that it can fund the expansion with existing Departmental resources during the current fiscal year.

On November 27, 2007, the EMS Medical Alert Center (MAC) conducted an eight hour trial of the pilot transfer program between Harbor-UCLA Medical Center ED and Rancho Los Amigos and participating private hospitals. As a result of the trial, four patients were transferred out of the ED. Three of the patients were accepted to the LA Community Network and one patient was accepted to St. Vincent Medical Center. All of these patients required a monitored telemetry bed, which Harbor-UCLA was unable to provide due to full capacity in their telemetry unit. The transfer of these patients helped to decompress the ED.

Beginning December 3, 2007, the pilot transfer program will be implemented at Harbor-UCLA Medical Center from Monday through Friday, from 6:30 a.m. to 3:00 p.m.

Conclusion

I will continue to update you on the status of the MLK contingency services plan. If you have any questions or need additional information, please let me know.

BAC:cb
708:004

Attachments

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

Los Angeles County Department of Health Services
MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER
 Urgent Care, Primary and Specialty Care Visits
 Week Ending November 24, 2007¹

Visit Type	9/1/2007	9/8/2007	9/15/2007	9/22/2007	9/29/2007	10/6/2007	10/13/2007	10/20/2007	10/27/2007	11/3/2007	11/10/2007	11/17/2007	11/24/2007	Trend Indicator ²
Urgent Care ³	342	343	433	454	488	440	475	495	556	415	469	515	436	↓
Primary and Specialty Care	2,017	1,535*	2,050	1,971	2,102	1,930	1,754*	2,192	2,177	2,175	2,399	2,054**	1,520**	↑

¹ Weekly statistics reflect activities beginning on Sunday 12:00 midnight and ending on Saturday 11:59 pm.

² Trend Indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater.

³ Urgent care visits include pediatric and adult urgent care visits.

* Number of visits is lower due to holidays.

** Number of visits is lower due to holidays. This number is weighted for use in the calculation of the trend indicator.

**Los Angeles County Department of Health Services
SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL**

Hospital	Average Daily Emergency Department (ED) Volume													Trend Indicator ¹
	Week of 9/2/07 - 9/8/07	Week of 9/9/07 - 9/15/07	Week of 9/16/07 - 9/22/07	Week of 9/23/07 - 9/29/07	Week of 9/30/07 - 10/6/07	Week of 10/7/07 - 10/13/07	Week of 10/14/07 - 10/20/07	Week of 10/21/07 - 10/27/07	Week of 10/28/07 - 11/3/07	Week of 11/4/07 - 11/10/07	Week of 11/11/07 - 11/17/07	Week of 11/18/07 - 11/24/07		
California Hospital Medical Center: 26 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	177	163	168	168	169	164	170	169	150	154	165	151	↓	
# of 9-1-1 Transports	61	54	55	53	55	50	48	55	50	49	53	49	↓	
Cenilnela Freeman Regional Medical Center: 36 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	169	169	161	172	167	169	174	172	158	166	180	170	→	
# of 9-1-1 Transports	59	57	55	60	62	58	55	57	52	55	60	60	↑	
Downey Regional Medical Center: 22 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	136	134	122	135	130	128	132	127	129	128	137	128	→	
# of 9-1-1 Transports	21	24	22	24	23	24	25	21	22	24	25	21	↓	
Kaiser Foundation - Bellflower: 45 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	249	209	234	231	231	236	232	244	238	224	238	220	↓	
# of 9-1-1 Transports	27	32	28	23	25	24	25	24	22	23	25	21	↓	
Lakewood Regional Medical Center: 14 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	97	95	88	95	91	92	94	104	97	91	100	98	→	
# of 9-1-1 Transports	18	13	13	14	15	11	14	17	18	18	16	15	↓	
Long Beach Memorial Medical Center: 53 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	239	234	234	241	239	248	248	247	227	224	246	236	→	
# of 9-1-1 Transports	*	*	*	*	40	40	39	42	36	35	42	37	→	
Memorial Hospital of Gardena: 10 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	85	82	81	84	88	83	85	83	71	76	84	73	↓	
# of 9-1-1 Transports	16	15	13	16	16	20	17	16	14	18	18	12	↓	
St. Francis Medical Center: 39 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	191	174	163	171	170	167	163	187	177	170	174	163	↓	
# of 9-1-1 Transports	39	34	34	28	33	30	26	30	31	32	30	30	→	
White Memorial Medical Center: 28 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	120	114	109	112	111	111	114	113	115	108	114	109	→	
# of 9-1-1 Transports	18	18	13	17	15	16	20	18	17	15	18	14	↓	
TOTAL														
# of Patients Registered In the Emergency Department	1,463	1,374	1,360	1,409	1,396	1,398	1,412	1,446	1,362	1,341	1,438	1,348	↓	
# of 9-1-1 Transports	259	247	233	235***	284	273	269	280	262	269	287	259	↓	
Harbor/UCLA Medical Center: 55 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	210	218	207	209	203	228	219	225	209	210	246	258**	↑	
# of 9-1-1 Transports	13	11	11	13	28 ¹	29	24	29	25	28	26	27**	→	
LAC+USC Medical Center: 72 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	405	420	417	416	413	424	423	445	423	411	422	379	↓	
# of 9-1-1 Transports	54	50	48	48	54	47	49	54	48	52	50	47	↓	

* Not reported/available

These numbers have been updated based on revised information.

¹ Trend Indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater. Trend Indicator is reported

² Beginning the week of 9/30/07, Harbor/UCLA Medical Center began reporting all ambulance transports (Medical, Trauma, Advanced Life Support (ALS), and Basic Life Support (BLS)). Prior to the week of 9/30/07 BLS transports were not included in

** Harbor/UCLA Medical Center reported 3 days of data for this week; trend indicator is calculated using available data.

*** Prior to the week ending 9/29/07, total for number of 9-1-1 transports does not include Long Beach Memorial Medical Center.